



US Army Health Clinic Schofield Barracks, Hawaii

HEALTH BENEFITS ADVISOR (HBA)

Provides information and assistance to active duty members, retirees, and family members regarding various programs and services, including:

- ◆ TRICARE
- ◆ TRICARE Dental Insurance – active duty and retired
- ◆ TRICARE PLUS Program
- ◆ Basic questions regarding Medicare & TRICARE For Life
- ◆ Routine SB Health Clinic operations
- ◆ Assists with civilian medical claim problems
- ◆ Assists with DEERS issues/problems
- ◆ Provides TRICARE briefings

HOURS OF OPERATION

Monday through Friday

7:30 A.M. – 4:30 P.M.
(closed for lunch 12:00 P.M. - 1:00 P.M.)

OFFICE LOCATION

The HBA's office is located in Building 676, 2nd floor, Room 221. Access is via the Clinic main entrance, then up the stairs to the 2nd floor, or use the elevator to the second floor. Room 221 is the first door in the hallway to the left as you face the Optometry Reception counter.

TELEPHONE NUMBERS

Health Benefits Advisor	433-8485
Fax	433-8451

The HBA can also be contacted at *cheryl.keopuhiwa@amedd.army.mil*

Do I Need To Make An Appointment?

No appointment is necessary. Patients may either stop by the office on a first come-first served basis, or call the number listed above for assistance.

TRIWEST TRICARE CUSTOMER SERVICE REPRESENTATIVE (CSR):

Provides the following services, information and assistance to active duty members, retirees, and family members:

- ◆ Performs TRICARE Prime enrollments.
- ◆ Provides TRICARE information.
- ◆ Assists with Primary Care Manager (PCM) selection, assignment and changes.

- ◆ Updates home address and phone numbers in the TRICARE system.
- ◆ Assists patients with unpaid medical claims.
- ◆ Assists patients with DEERS issues.
- ◆ Initiates requests for Tricare Prime ID cards.

HOURS OF OPERATION

Monday through Friday

7:30 A.M. – 4:30 P.M.

(closed for lunch 12:00 P.M. – 1:00 P.M..)

OFFICE LOCATION

The TriWest Tricare Customer Service Representative's office is located in Building 676, 2nd floor, Room 217. Access is via the Health Clinic main entrance, then up the stairs to the 2nd floor, or use the elevator. Room 217 is the first door in the hallway to the right as you face the Optometry Reception counter.

TRIWEST CENTRALIZED TRICARE CUSTOMER SERVICE LINE

1-888-874-9378